

Remote Desktop Access Guide


REQUIREMENT:

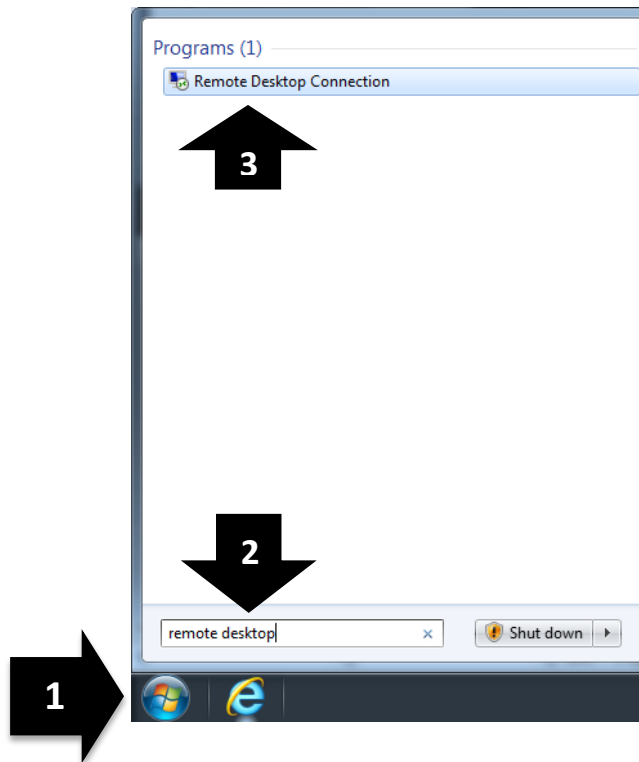
F5 VPN must be connected to use OAG Remote Desktop

- [Connecting to OAG Remote Desktop](#)
 - [**Important note** for Worldox Users](#)
- [Setting up OUTLOOK email on Remote Desktop](#)

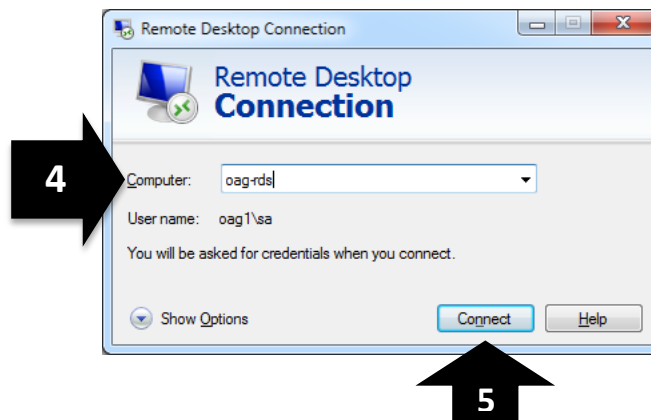
Connecting to OAG Remote Desktop

Please ensure F5 VPN connectivity has been established prior to following these instructions:

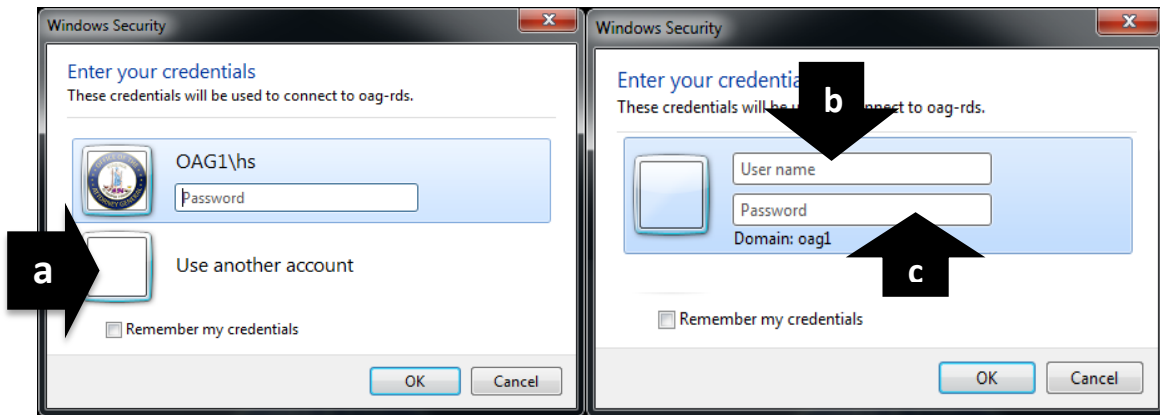
1. Click on the **Start**  icon found on the bottom left corner of the screen
2. In the Search pane, type: **Remote Desktop**
3. Click on "**Remote Desktop Connection**"



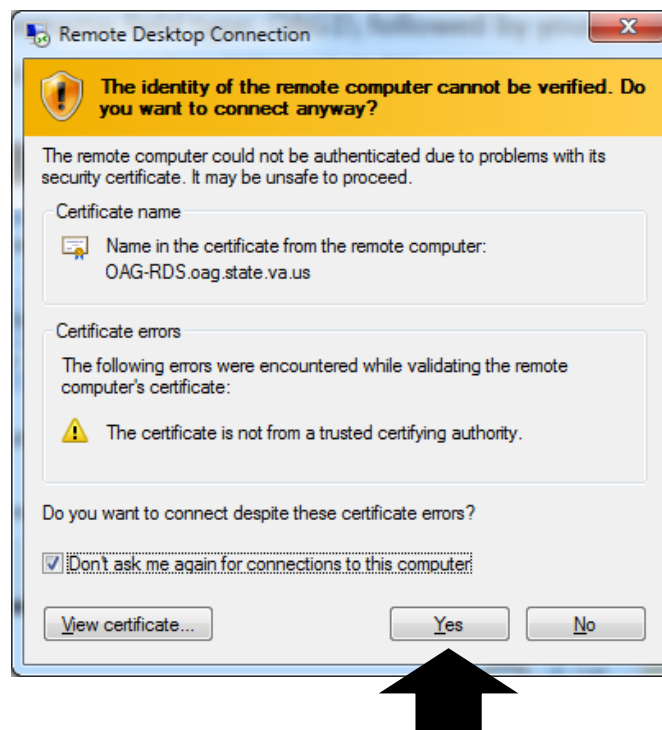
4. In the computer field, type **oag-rds**
5. Click **Connect**



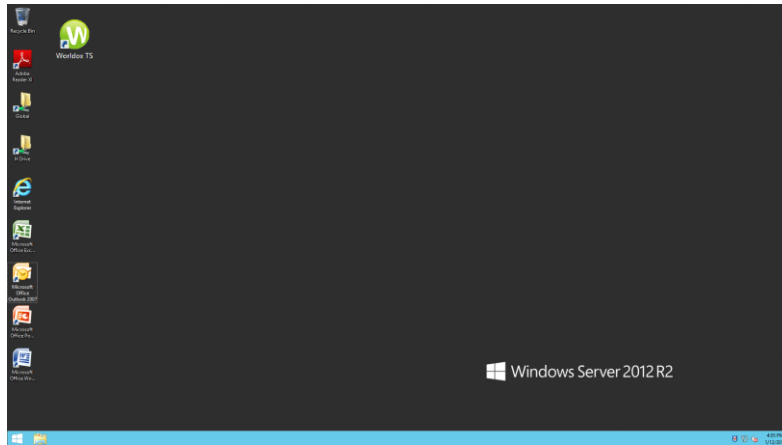
6. You may be prompted to enter your credentials (username and password). If your username appears then just enter your password – If your username does not appear the security box,
 - a. Select Use another account
 - b. In the username field type: OAG1\ followed by your username. Example: OAG1\hs
 - c. Enter your password and then click **OK**



7. You will receive a prompt to connect to the OAG-RDS server – Click **Yes** to proceed



Frequently used applications have been placed on the desktop for easy access such as Word, Outlook, Excel, **Worldox** and H/G drives.



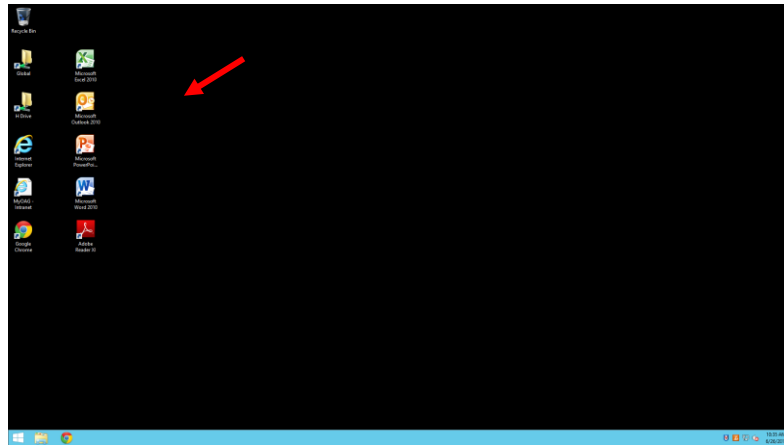
When you're finished, be sure to log out – Click on **Start**  on the bottom left corner of the screen, click on your name, and select "Sign out".



For WORLDQX Users: Worldox Application MUST be launched prior to using Outlook Email, Word, or Excel.

FIRST TIME USER LOGON SETUP FOR MICROSOFT OUTLOOK (EMAIL CLIENT)

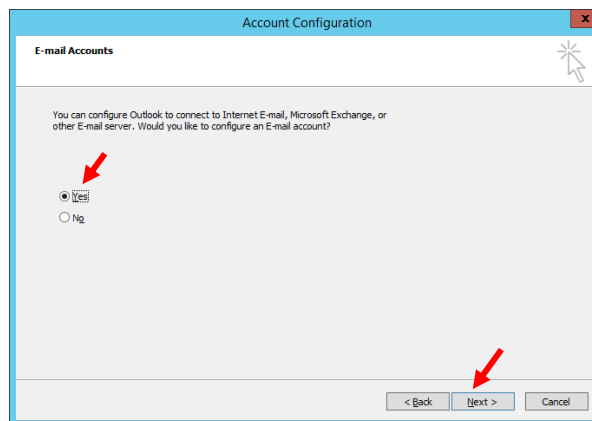
1. Double click on **Microsoft Office Outlook 2010** icon on the desktop



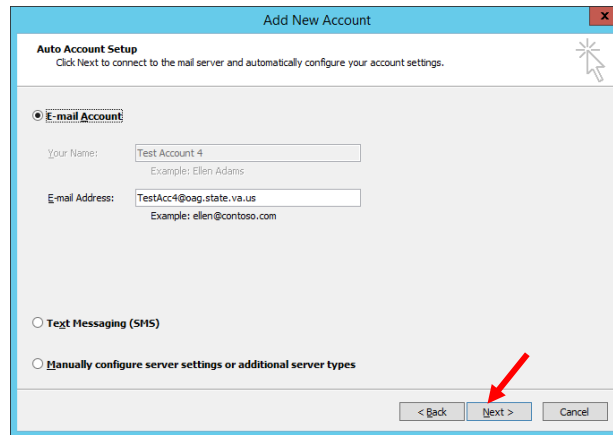
2. On the **Outlook 2010 Startup** screen, click **Next**



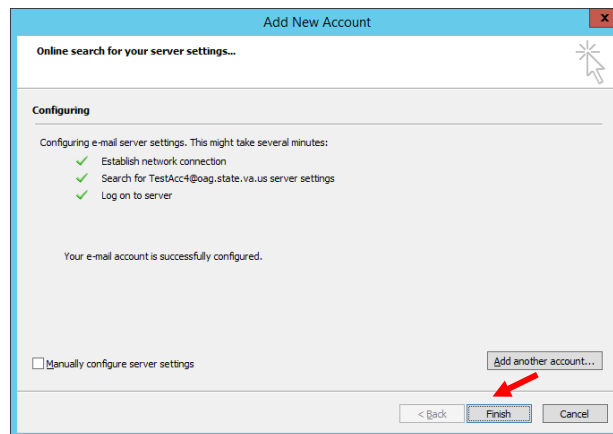
3. Select **Yes** and click **Next**



4. Your information will automatically populate, to continue click **Next**



5. Click **Finish** to complete the Outlook Client Setup wizard.



6. After the setup is complete, Outlook will open and prompt this box for first time use. To proceed, click **Don't make changes** and click **OK**



After your initial email setup, please close out of OUTLOOK and any other application. You MUST LAUNCH WORLDON prior to launching any application (WORD, EXCEL, or OUTLOOK for email)

For any issues, concerns, or questions, please do not hesitate to contact Help Computers at
helpcomputers@oag.state.va.us.